



THE MAINE CEO

A PERIODIC NEWSLETTER FOR
CODE ENFORCEMENT TRAINING & CERTIFICATION
PROGRAM INFORMATION

Vol. 1 Issue 2 ♦ Published and Distributed by the Maine State Planning Office ♦ Spring 2001

EDITOR'S NOTES

To all who found time to respond to our survey questionnaire- thank you! The response rate exceeded 53 percent, which is respectable by most survey standards. We are in the process of preparing a report that will be available soon. In addition, Lana Clough, our training program coordinator, plans to assemble a small work-group to review the survey results and to discuss the program in general. The information gained from the survey and the work-group, as well as your personal comments, will aid us in making decisions concerning the program's future direction.

In the last edition of the newsletter we featured the Mid-Coast CEO Association and its recent activities. In response to that feature a concern was raised that the Program was promoting MCEOA to the detriment of other organizations. That claim lacks substance. No state or regional CEO organization should feel slighted or ignored. In fact, it is our intent to recognize the work of all organized, active CEO associations in the state. Within the bounds of available resources, the program welcomes any opportunity to support association activities. If your group wants to use The Maine CEO to reach a wider audience please call 287-5649 or e-mail me direct <bruce.hensler@state.me.us> or through the State Planning Office's website. <<http://www.state.me.us/spo>>

There are numerous advantages to membership in a professional organization or association. Frequent attendance at association meetings provides a worthwhile opportunity to meet fellow code enforcers and to learn how they are dealing with important issues. Training workshop attendees frequently tell us that the opportunity to meet fellow code enforcers is one of the most valuable aspects of participating in the training program. By becoming an active member of a professional association you increase the opportunity for such interaction. Also remember that in numbers there is strength. By belonging to an association you help to strengthen the profession and develop unity of purpose.

CONDUCT AT WORKSHOPS

Unfortunately, once again, we must remind people to please observe some simple rules of behavior during workshops and exams. We are committed to providing high-quality workshops and we need your patience and cooperation. In addition, recruiting content experts who also possess good presentation skills is not always easy. Ringing cell phones, beeping pagers, and sidebar conversations are distracting for students and the instructor alike. It should not be this way. We ask again that you follow these basic rules of courtesy.

- ...turn off pagers and cell phones or place on silent activation
- ...do not hold private conversations while a presenter is speaking
- ...when asking a question, stand and speak loudly so that all can hear you clearly
- ...do not abuse the privilege of asking questions
- ...return from break periods and lunch when asked to
- ...remove your hat when inside and seated in the classroom

RECENT WORKSHOPS

The basic and advanced workshops in *Legal Issues & Enforcement Techniques* held in January were well attended. We received many positive comments on the evaluations. Durward Parkinson was the presenter. Mr. Parkinson, a partner in the law firm of Bergen & Parkinson, was awarded a state contract, through competitive bidding, to develop the program. Those who attended both days of the workshop will receive 12 recertification credits. Some people have expressed an interest in learning more about code enforcement techniques. If you have ideas or suggestions for a workshop on this subject please contact us. Related to the subject of enforcement, we are also looking at workshops devoted to consent agreement negotiation and mediation of conflicts.

In February we offered a multi-issues forum. The feature presentations were on *Smart Growth* and *Ethics and Code Enforcement*. In addition, we offered short presentations on *Code Office Administration*, *Pesticide Spraying Regulations*, and *Nutrient Management Regulations*. We are receiving positive comments on the ethics presentation that was developed by the Institute for Global Ethics. The Institute gave a similar presentation at last year's MMA Convention. The Institute is located in Camden and may be reached at 236-6658 or you can check out their website. <www.globalethics.org> We are considering devoting more time to the subject of ethics and code enforcement in a future workshop. Let us know what you think.

UPCOMING WORKSHOPS

In March we will offer a workshop on developing "people skills" entitled *Dealing with Difficult People and Interpersonal Relationships*. The workshops will be presented under a state contract with Nancy Ansheles. She is an independent trainer specializing in

customer service and communication skills. In late March and early April we will present basic training on internal plumbing. Alan St. Peter, plumbing instructor at NMTC will be the instructor. **The workshop will be strictly limited to training on the current Maine State Plumbing Code.** If you have been waiting for it, this is your chance.

LEGISLATIVE UPDATE

The 120th Maine Legislature is in session. During this time we intend to provide updates on proposed legislation and new session laws. We will do our best to keep you informed of any legislation that may affect your work. However, please be aware of the fact that during the legislative session things happen quickly. By the time you receive a newsletter much can happen regarding legislative initiatives. **Summary of current proposed legislation:**

LD 65

This proposal would require that elevators in new public buildings be large enough to allow the transport of a person on an ambulance stretcher in a fully supine position without having to raise, lower or bend the stretcher in any way.

LD 249

This proposal would change the administrative rule-making process used to officially adopt a plumbing code from the existing “routine technical rules” to “major substantive rules.” In effect, the rule-making authority of the Plumber’s Examining Board would be amended so that final approval of a proposed code would require a vote of the legislature.

LD 274

This proposal permits a boarding house, lodging house or apartment building of 3 stories or less, in its entirety, to have a single exit from each story if it has an approved automatic sprinkler system, meets the requirements of the Life Safety Code, and every sleeping room has a second means of escape. Apartment buildings already benefit under law from this provision, but boardinghouses and lodging houses do not. Currently, these two occupancy types, when they accommodate more than 6 persons, must have more than one exit, either protected inside stairways or outside fire escapes.

LD 682

This proposal requires the Plumber’s Examining Board to adopt the 2000 International Plumbing Code as the State’s plumbing code.

FROM THE COORDINATOR...

I want to remind everyone who is certified through the program that it is important to keep track of your re-certification credits. By taking personal responsibility for tracking your credits you will have a better idea of which training sessions you should attend. In January, 27 individuals lost their state certification because they failed to acquire sufficient credits for re-certification. Unfortunately, this happens every year. Please keep track of your status by using the "Annual Status Report" that is mailed to all certified individuals in late February. The CEO Training Program Information Manual, which is provided to all certified individuals, explains in detail how to maintain certification. Thanks for your attention to this matter. There is also a flipside to this issue. We often hear from people who say there is too much training and they cannot attend all sessions. These individuals may mistakenly believe they must attend every training session that is offered. This is not so. Please read the CEO Training Program Information Manual so that you understand the rules for re-certification. If you understand the rules you will know that attendance at every workshop is not required. It pays to know the rules!

LC

QUESTIONS & ANSWERS...

Q: I was recently appointed as my town's code enforcement officer. I am very concerned about developing credibility with the public, as well as all the other professionals I come into contact with daily. How can I develop and build professional credibility when I lack experience on the job?

A: Developing credibility requires time and over time you will gain experience. Until that happens you will have to be careful in your work and your relations with people you encounter on the job. Try to maintain a professional appearance, dress for the job. If you need tools or equipment for an inspection make sure you have them ready. Be on time for meetings and appointments. Come to meetings prepared. If you schedule a meeting prepare an agenda. When it comes to the authority behind your position, know the state statutes and local ordinances that empower you to act. Learn and understand the statutes, ordinances and regulations you administer and enforce. Keep up to date on changes in the regulations. Avoid trying to impress others by quoting the law and codes from memory; if you are in error the embarrassment suffered will be greater than any impact you can hope to make. Keep accurate records of what you do and maintain public records with care. Treat everyone you encounter with respect, be honest about what you can and cannot do for someone. Take care in your verbal and written communications with people, make sure you are understood and that you understand others. Above all, practice the golden rule and when conflict does arise, take the high road!